

Leadership

I claim not to have controlled events, but
confess plainly that events have controlled me.

~Abraham Lincoln

Managing Conflict

Lesson Nine

1. What is conflict?

A. Conflict is inevitable and will occur often

B-1. One person perceives his or her interests are being opposed

B-2. Sufficient breakdown in the normal activities between people that creates difficulty in working together



2. The Two Types of Conflict

- A. Positive influence and serves the interests of the organization
- B. Focuses on personalities instead of issues and hinders the achievement of organization goals
- C. Asset or a liability



3. The Common Causes of Conflict

- A. Produce more conflict
- B. As the result of personality differences or value systems
- C. Proactive, and carefully read early warning signs



4. The Five Conflict Strategies

A. Pattern becomes a behavioral style

** The following are the five conflict strategies:

B. Mopicteng

C. Domtomiccnaga

D. Divingoa

E. Batcoralilong

F. Songrimpomic



4. The Five Conflict Strategies

A. Pattern becomes a behavioral style

** The following are the five conflict strategies:

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- E. Collaborating
- F. Compromising



5. How Can Leaders Manage Conflict?

A. Manage it productively to obtain positive change and avoid negative consequences



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- B. Establish rules and procedures**
 - C. Referred to a common superior**
 - D. Liaison is appointed**
 - E. Task forces**
 - F. Arbitrators, consultants, and mediators**
 - G. Company training in conflict management**

